City of Seattle
Information Technology Indicators - Cable Needs Assessment

Residential Survey
Questionnaire

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Introduction / Screener

INTRO Hello, this is _____ with Pacific Market Research calling on behalf of the City of Seattle. This is not a sales call. It is a study about communication and technology. Everything you say will be kept strictly confidential .   For this survey, we would like to speak with someone who lives in this household and is 18 years of age or older. Would that be you?

Qual1 18 or older   1   Yes

                        2   No

If YES, This call may be monitored for quality control purposes.

[PRESS ANY KEY TO CONTINUE]

S1 What is your home zip code?

            _____   ENTER ZIP CODE
            99999   DON'T KNOW / REF **[SKIP TO THANK9 DISPOSITION = 8]**

S2 To verify, the zip code I entered was [SHOW ZIP CODE ENTERED IN S1]. Is this correct?

         1   YES
         2   NO [SKIP TO S1]
         9   DON'T KNOW / REF **[SKIP TO THANK9 DISPOSITION = 8]**
[IF ZIP CODE NOT IN CITY OF SEATTLE SKIP TO THANK1 DISPOSITION = 12]

S3 [IF ZIP CODE = 98133 OR 98177] Do you live North or South of 145th Street?
[IF NECESSARY, PROBE: 'North or South of the Seattle Golf and Country Club?]

         1   NORTH OF 145TH STREET **[SKIP TO THANK1 DISPOSITION = 18]**
         2   SOUTH OF 145TH STREET
         9   DON'T KNOW / REF **[SKIP TO THANK9 DISPOSITION = 8]**

GENDER ENTER RESPONDENTS GENDER

         1   MALE
         2   FEMALE

Access to information technology

Tech checklist

I'm going to start by naming some technology that you might have at home. For each thing I name, please say whether you have it in your household.

[If necessary, Do you have …]

A4   …cable service for your television?

         1   YES
         2   NO
         3   Don't have a TV **[skip to A1]**
         4   DON'T KNOW
         5   REFUSED

A5 …satellite service for your television?

    1   YES
    2   NO
    3   Don't have a TV
    4   DON'T KNOW
    5   REFUSED

A1 …a cell phone for any member of your household?

    1   YES
    2   NO **[skip to A9]**
    3   DON'T KNOW **[skip to A9]**
    4   REFUSED **[skip to A9]**

A2.04 …a computer?

    1   YES
    2   NO
    3   DON'T KNOW
    4   REFUSED   [If 2 or DK, skip to A9c]

A9   Internet access at home?

    1   Yes
    2   No
    3   DON'T KNOW
    4   REFUSED

A9b   Who uses the computer or Internet at your house? (Do not read, allow multiple responses. If R does not mention self, probe for self. If R uses home computer, skip to **A9d1 (if R answers "self"** after identifying all users)

    1   Respondent uses it (if not mentioned, probe. If NO, ask A9c, if YES, skip A9c)
    2   FRIEND
    3   PARENT
    4   HOUSEMATE
    5   PARTNER/SPOUSE
    6   CHILDREN
    7   SIBLINGS (BROTHER/SISTER)
    8   OTHER (SPECIFY)_____
    9   NOBODY [OTHER THAN RESPONDENT]
    10 DON'T KNOW / REFUSED / NO MORE APPLY

    [A9c-new add-NOTE: For next survey, either probe deeper on A9c or add direct question: Do you personally use the Internet at home or elsewhere? Yes/No/Don't know/Refused]

    A9c   Do you use a computer [and/] or the Internet anywhere [else other than home – if R does not use home computer]? (Interviewer: if R gives additional information besides "yes" or "no" please select more specific code; do not probe)
        1   YES – said both or did not specify
        2   No – said neither or did not specify **[skip to Cable Drill Down]**
        3   YES – specified computer only
        4   Yes – specified Internet only **[skip to A9d2]**
        7   DON'T KNOW **[skip to Cable Drill Down]**
        8   REFUSED **[skip to Cable Drill Down]**

    A9d1   How long have you been a computer user? _____ (enter # given by R; note whether in weeks, months, years)

If not Internet user [A9=3,4,5,6 and A9c=2,3,6,7,8] skip to Cable Drill Down

A9d2   How long have you been an Internet user? _____ (enter # given by R; note whether in weeks, months, years (**enter 0 if not Internet user**))

If not home Internet [A9=2,3,6,7,8] skip to Cable Drill Down

A13　What type of Internet connection do you use at home to access the Internet? (Do not read, allow multiple response)

    1　Dial up modem
    2　DSL
    3　Internet through your CABLE company
    4　WEB TELEVISION
    5　OTHER1 [SPECIFY] _____
    6　DON'T KNOW
    7　REFUSED / NO MORE APPLY

A4.1f. How satisfied are you with the customer service from your Internet provider?

    1　Very satisfied
    2　Satisfied
    3　Dissatisfied
    4　Very dissatisfied
    5　DK
    6　Refused
    7　Not applicable

A4.1g. Do you think the rates you pay for your Internet service are:

    1　A bargain
    2　Priced about right
    3　Too expensive
    4　DK
    5　Refused
    6　Not applicable

Cable drill down

If A4=1, start here. If A4 NE 1; skip to [NON SUBSCRIBERS – A4.2a]. If no TV (A4, code 3 or A5, code 3), skip to [ALL – A4.3a]

Now we have some questions to find out more about your opinions about your cable service.

SUBSCRIBERS

A4.1a. Who is your cable company?

    1　Millennium Digital Media (formerly Summit) **[continue to A4.1b1]**
    2　Comcast (formerly AT&T) **[skip to A4.1b2]**
    3　Other _____ **[skip to A4.1b3]**
    4　DON'T KNOW **[skip to A4.1b3]**
    5　REFUSED **[skip to A4.1b3]**

A4.1b1. What services do you get? (Read list. Allow multiple responses. Interviewer note: R should answer either 1 or 2 and may select any of the others. If R is not sure whether basic or digital, mention that if it is digital, the cable company probably supplied a digital box or converter) **[Skip to A4.1c]**

    1　Basic
    2　Digital
    3　Premium channels (HBO, Showtime)
    4　Pay per view
    6　Other _____
    7　Don't know
    8　Refused

A4.1b2. What services do you get? (Read list. Allow multiple responses. Interviewer note: R should answer either 0, 1 or 2 and may select any of the others. If R is not sure whether basic or digital, mention that if it is digital, the cable company probably supplied a digital box or converter) [Skip to **A4.1c**]

    0   Limited basic, at about $12.30 per month
    1   Standard Basic at about $40 per month
    2   Digital
    3   Premium channels (HBO, Showtime)
    4   Pay per view
    6   Other _____
    7   Don't know
    8   Refused

A4.1b3. What services do you get? (Read list. Allow multiple responses. Interviewer note: R should answer either 0, 1 or 2 and may select any of the others. If R is not sure whether basic or digital, mention that if it is digital, the cable company probably supplied a digital box or converter)

    0   Limited basic, at about $12.30 per month
    1   Basic or Standard Basic at about $40 per month
    2   Expanded basic
    3   Digital
    4   Premium channels (HBO, Showtime)
    5   Pay per view
    7   Other _____
    8   Don't know
    9   Refused

The next questions are about your satisfaction with the types of programs, the rates and the customer service provided by your cable company.

A4.1c. Would you say you are very satisfied, satisfied, dissatisfied or very dissatisfied with the types and variety of programs and channels on your cable service?

    1   Very satisfied
    2   Satisfied
    3   Dissatisfied
    4   Very dissatisfied
    5   DK
    6   Refused
    7   Not applicable

A4.1d1: How satisfied are you with the coverage of community news and events that you get on cable television?

    1   Very satisfied
    2   Satisfied
    3   Dissatisfied
    4   Very dissatisfied
    5   DK
    6   Refused
    7   Not applicable

A4.1e. How satisfied are you with the customer service for your cable television?

    1   Very satisfied
    2   Satisfied
    3   Dissatisfied
    4   Very dissatisfied
    5   DK
    6   Refused
    7   Not applicable

A4.1f. I'm going to read a list of problems that you might have had with your cable service. For each one, please say whether or not you've had that problem. The first one is:

1 Your cable went out – the picture, sound or both
2 Your Internet service went out **[If A13 = 3]**
3 Your Internet service is too slow **[If A13=3]**
4 You had to wait too long to reach the company on the phone
5 Poor quality of work on installation or service visits
6 You had trouble returning equipment or paying bills in person
7 Lack of courtesy from the cable company
8 You had to wait too long for installation or service visits, or they didn't keep an appointment.
9 Billing errors
10 The bill was unclear
11 Poor picture or poor sound quality
12 Anything else? _____
13 None **[skip to ALL: A4.3]**
14 Don't know **[skip to ALL: A4.3]**
15 Refused **[skip to ALL: A4.3]**

A4.1g. Have you contacted the cable company to resolve any of these problems?

1 Yes
2 No **[skip to A4.3]**
3 DK **[skip to A4.3]**
4 Refused **[skip to A4.3]**

A4.1d. Would you say the rates you pay for your cable television are:

1 A bargain
2 Priced about right
3 Too expensive
4 DK
5 Refused
6 Not applicable

Skip to "ALL" (A4.3a)

NON SUBSCRIBERS

A4.1d1: How satisfied are you with the coverage of community news and events that you get on television?

1 Very satisfied
2 Satisfied
3 Dissatisfied
4 Very dissatisfied
5 DK
6 Refused
7 Not applicable
8

A4.2a. What are all the reasons that you don't subscribe to cable tv? (Do not read, note order of mention, check all that apply, probe for additional)

1 lack of interesting programs
2 Too many objectionable programs (note if they specify type of objection) including objectionable programming for children (specify, do not probe: _____
3 Don't want the kids to watch more television
4 can't get service
5 price
6 don't watch TV
7 don't want cable or more channels

8   get satellite
9   service issues
10   had but disconnected
11   I don't understand cable and all the choices
12   DK/refused
13   Other _____

A4.3b. How likely would you be to subscribe to cable if they offered the opportunity to make up your own package of channels as an add-on to their basic cable package?

   1 Very Likely
   2 Somewhat likely
   3 Somewhat unlikely
   4 Very unlikely
   5 DK
   6 Refused

ALL

A4.3 Are there any [other] types and variety of programs or channels you would like to see on [your] cable television? _____

A4.3b. In addition to basic cable service, how likely would you be to pay a little extra for the opportunity to make up your own package of channels?

   1 Very Likely
   2 Somewhat likely
   3 Somewhat unlikely
   4 Very unlikely
   5 DK
   6 Refused

A4.4 Now I want to read you a list of features that the cable company offers now or may offer over the next 5 years. For each feature, please indicate whether you would be very likely, somewhat likely, somewhat unlikely or very unlikely to choose it as part of a cable package. (Interviewer note: code 9 as well if R volunteers that he/she would not pay extra for it)

   A4.4c Making telephone calls over the Internet – as a low cost alternative to your regular telephone service
     1 Very likely
     2 Somewhat likely
     3 Somewhat unlikely
     4 Very unlikely
     5 Don't know
     6 Refused

   A4.4d High definition TV (HDTV)
     1 Very likely
     2 Somewhat likely
     3 Somewhat unlikely
     4 Very unlikely
     5 Don't know
     6 Refused

   A4.4e Order movies and shows delivered over cable for you to watch when you want to see them.
     1 Very likely
     2 Somewhat likely

         4   Very unlikely
         5   Don't know
         6   Refused

A4.4f   Interactive services like answering opinion polls or buying products directly through your television.
1   Very likely
2   Somewhat likely
3   Somewhat unlikely
4   Very unlikely
5   Don't know
6   Refused

A4.4g   Wireless Internet access available at other locations outside the home
1   Very likely
2   Somewhat likely
3   Somewhat unlikely
4   Very unlikely
5   Don't know
6   Refused

A4.4h   Video conferencing for services like distance learning, medical appointments, or family visits
1   Very likely
2   Somewhat likely
3   Somewhat unlikely
4   Very unlikely
5   Don't know
6   Refused

A4.4l Are you aware that the City has a Cable Office with a Customer Bill of Rights to protect the rights of cable consumers?
1   Yes
2   No
3   Refused

A4.4j Would you like the City to contact you with information about your rights and discounts for low-income seniors and people with disabilities?
1   Yes
2   No/ Don't know / REF

SCAN

Now we'd like to ask you a few questions about the public access channel, where the public can create and show their own television programs. These are shown in Seattle on [**if Millennium**: channel 29/ **if Comcast**: channel 77; **if other, DK, refused or no cable**: channel 29 or 77], also called SCAN or Seattle Community Access Network.

A4.5a   Have you ever watched this channel?
1   Yes
2   No **[skip to A4.4c]**
3   Don't know **[skip to A4.4c]**
4   Refused **[skip to A4.4c]**

A4.5b   How often do you typically watch SCAN public access [Channel 77/ Channel 29]? If you do not watch regularly, please just tell me that.

[READ AS NECESSARY]

[IF DON'T WATCH REGULARLY ENTER CHOICE 4]

1   At least once a week
2   At least once a month but less than once a week
3   At least once a year but less than once a year
4   VARIES / JUST CHANNEL SURFING /Don't watch regularly
5   DON'T KNOW
6   Refused

A4.5c   How important do you think it is for residents and community organizations to have the opportunity to create and show their own local programs? Would you say it is:
1   Very important
2   Important
3   Not that important
4   Not at all important
5   No opinion/don't know
6   Refused

Seattle channel

The next few questions are about the Seattle channel. This is the government channel with city council meetings and programs about city services. You can see it on cable [**If Millennium**, Channel 28; **If Comcast**, Channel 21; **if other answer or no cable**, Channel 21 or 28) or on the Internet (at seattlechannel (dot)org).

A6   Have you ever seen the Seattle Channel?
1   YES
2   NO **[SKIP TO A8INT]**
3   DON'T KNOW **[SKIP TO A8INT]**
4   Refused **[SKIP TO A8INT]**

A7   How often do you typically watch the Seattle Channel? If you do not watch regularly, please just tell me that.

[READ AS NECESSARY]

[IF DON'T WATCH REGULARLY ENTER CHOICE 4]

1. At least once a week
2. At least once a month but less than once a week
3. At least once a year but less than once a month
4. VARIES / JUST CHANNEL SURFING /Don't watch regularly
5. DON'T KNOW
6. Refused

A8INT   What type of program would encourage you to watch the Seattle Channel [more]? (Read list; allow multiple responses) (Rotate)
1   City council and other government meetings
2   Press conferences
3   Features about city services
4   Arts events and community festivals
5   Documentaries about Seattle people, places and events
6   City news
7   Lectures and forums
8   Community meetings
9   Authors and readings
10   Something else_____
11   Nothing/none of these

12   DK/refused

Computer drill down

Now we're going to ask for more detail about your experiences with or opinions about computers and the Internet.

If no home computer *or* no home Internet (A9=2, 3,4,6,7,8)→ continue to A10B;

If home computer *and* Internet but not a current computer user (A9=1,5 and A9c=2,4,6-8)→ skip to A10C;

If home computer and Internet and current computer user (A9=3 and A9b=1)→ skip to A14

A10B   What are all the reasons you can think of for not having [a computer/ the Internet/ a computer or the Internet] at home? (Allow multiple responses; don't read; note order of mention; prompt for additional)

      1   COST / TOO EXPENSIVE
      2   DON'T KNOW HOW TO USE IT
      3   SUFFICIENT ACCESS ELSEWHERE
      4   SAFETY / SECURITY CONCERNS
      5   DON'T WANT ONE
      6   Don't know how to choose one
      7   Don't have time to learn how to use one
      8   Don't have time to use one/It at home
      9   DON'T KNOW HOW TO SET IT UP
    10   DON'T HAVE A COMPUTER OR INTERNET DEVICE
    11   PROBLEMS WITH THE TELEPHONE LINE
    13   PROBLEMS WITH CABLE ACCESS
    14   PROBLEMS WITH DSL ACCESS
    15   CAN'T GET THE KIND OF INTERNET ACCESS I WANT
    16   DON'T REALLY KNOW ABOUT THE INTERNET
    17   DON'T WANT KIDS TO USE IT
    18   Inappropriate content/pornography/hatred-material
    19   Worried about inappropriate content for children
    19   Child safety (dangerous strangers)
    20   Computer safety – viruses, worms
    21   Privacy/security/personal information (banking, credit card, identity theft issues)
    22   I **do** have home Internet [Verify if answer yes to this]
    23   I **do** have a home computer [Verify if answer yes to this]
    24   OTHER1 [SPECIFY]_____
    25   DON'T KNOW
    26   REFUSED / NO MORE APPLY

If R not a current computer user (A9c =2,4,6-8) continue to A10c:

If computer or Internet user (A9b=1 or A9c=1,3,4,5)→ skip to A14INT.

A10c.   You mentioned earlier that you are not a computer user now. Have you ever used a computer?

      1   Yes **[Create hidden variable: NONLOWUSER=1; Skip to B1a]**
      0   No **[Create hidden variable: NONLOWUSER=1; Skip to B3A]**
      8   DK **[Create hidden variable: NONLOWUSER=1; Skip to B3A]**
      9   Refused **[Create hidden variable: NONLOWUSER=1; Skip to B3A]**

ALL COMPUTER/INTERNET USERS

A14INT: If Home computer or Internet (A9=1,3,4,5); else skip to A17

A14   How many days per week do you typically use [your home computer/Internet device]? _____ (1 thru 7; 9=DK/Ref)

    A14a. And on these days, how many hours per day do you typically use your [computer/Internet device]? _____ 99=DK/ref

A17   I am going to read you a short list of [other] places that you might use a computer or the Internet. For each one, please tell me if you use a computer at that place. The first one is…

[ROTATE A17A TO A17E BLOCKS]

(IF NECESSARY: Do you use a computer at…. **[IF YES]** how many days per week… and hours per day?)

A17A   Work?   A18A _____   A18a.1 _____
      1   YES   (1-7; 9=DK/Ref)   (1-20; 99=DK/ref)
      2   NO
      9   DON'T KNOW / REFUSED

      A17a.1 [If hours at work using a computer is > 20 hours, ask] Are you a computer professional?
      1   YES
      2   NO
      9   DON'T KNOW / REFUSED

A17B   School?   A18B _____   A18b.1 _____
      1   YES   (1-7; 9=DK/Ref)   (1-20; 99=DK/ref)
      2   NO
      9   DON'T KNOW / REFUSED

A17C   Public Library?
      1   YES
      2   NO
      9   DON'T KNOW / REFUSED

A17H   A relative or friend's house or some other place in the community?
      1   YES [Specify] _____
      2   NO
      9   DON'T KNOW / REFUSED

A18c_h   Thinking of the computers at all these places other than home, work or school, about how many hours per week would you say you typically use these computers (if necessary: your best estimate is fine.)

                                                   _____
                                           999 – DK/Ref

Probe for best estimate

Create a hidden variable (TOTHRS) that is total hours per week at all places including home. If < 5 hours per week NONLOWUSER=1.

[IF A17A-H ALL > 1 (if R does not use computers at any other places) continue to A21]

[If any A17a-h=1 (if R uses computers at any other places) continue to A15]

A15   Do you have an email address?
                1   YES
                2   NO **[Skip to A22int]**
                3   DON'T KNOW **[Skip to A22int]**
                4   REFUSED **[Skip to A22int]**

A15a How often do you use email?
            1   At least once a day
            2   Once a week or several times per week
            3   Less than once a week
            4   DK
            5   REFUSED

A22INTI am going to read you a list of things you might use a computer or the Internet for. For each one, please tell me whether or not you use it, even if it isn't very important to you. Please also keep in mind that this could be on a computer that you have at home, work, school, or some other place.

[ROTATE Q22A TO Q22n]

(IF NECESSARY: Do you use a computer/the Internet or email to…)

Q22A Keep in touch with friends and family
            1   Yes
            0   No
            3   DK
            4   Ref

Q22n Play video games over the Internet
            1   Yes
            0   No
            3   DK
            4   Ref

Q22o Share photos, music or video over the Internet
            1   Yes
            0   No
            3   DK
            4   Ref

Q22p Manage finances
            1   Yes
            0   No
            3   DK
            4   Ref

Q22b Hobbies, sports or entertainment
            1   Yes
            0   No
            3   DK
            4   Ref

Q22c Get health or medical information
            1   Yes
            0   No
            3   DK
            4   Ref

Q22d Get news
            1   Yes
            0   No

3   DK
                    4   Ref

Q22e   Look for a job or job training
                    1   Yes
                    0   No
                    3   DK
                    4   Ref

Q22g   Do your work
                    1   Yes
                    0   No
                    3   DK
                    4   Ref

Q22h   Education purposes, including homework
                    1   Yes
                    0   No
                    3   DK
                    4   Ref

Q22i   Contribute to a web site, bulletin board, or online group
                    1   Yes
                    0   No
                    3   DK
                    4   Ref

Q22j   Research prices and products
                    1   Yes
                    0   No
                    3   DK
                    4   Ref

Q22k   Purchase products or services
                    1   Yes
                    0   No
                    3   DK
                    4   Ref

Q2l Find social service information and assistance
[NOTE: If needed to explain: such as child care, housing support, senior services or counseling services]
                    1   Yes
                    0   No
                    3   DK
                    4   Ref

Q22m   Find legal or consumer rights information
                    1   Yes
                    0   No
                    3   DK
                    4   Ref

Q23   Which are the one or two of these uses that are most important to you? Let me know if there's an
           activity I didn't mention. (Do not read; allow up to 3 responses; note order of mention)
                    1   Keep in touch with friends and family
                    2   Hobbies, sports or entertainment
                    3   Get health or medical information
                    4   Look for news or information about politics or the campaign
                    5   Look for a job or job training

7   Do your work
8   Education purposes, including homework
9   Create content for the Internet
10 Research prices and products
11 Purchase products or services
12 Find social services information and assistance
13 Find legal or consumer rights information
15 None of these
16 Other _____
17 DK
18 Refused

F4   How satisfied are you with the content of the Internet for your needs? Would you say that you are…
        (please read)

1   VERY DISSATISFIED
2   SOMEWHAT DISSATISFIED
3   NEITHER SATISFIED NOR DISSATISFIED
4   SOMEWHAT SATISFIED
5   VERY SATISFIED
8   DON'T KNOW / DEPENDS
9   REFUSED

Human Relationships to Technology

F1INT   [IF NEVER USED COMPUTER] These next questions are going to ask about the ways that computers
        and the Internet affect people's life. While I understand that you do not use this technology, we are still
        interested in your opinions about these issues. You can base your answers on anything you might
        have heard, seen or read.
[PRESS ANY KEY TO CONTINUE]

F1   Do you feel that companies and organizations that you can visit on the Internet use personal
        information appropriately?
[IF NEEDED: Please base your response on anything you might have seen, read or heard.]

1   YES
2   NO
3   DON'T KNOW / DEPENDS
9   REFUSED

F2   Do you feel that there are adequate precautions for children to access the web safely?
[IF NEEDED: Please base your response on anything you might have seen, read or heard.]

1   YES
2   NO
3   DON'T KNOW / DEPENDS
9   REFUSED

F8   How concerned are you about the possibility of viruses sent over the Internet damaging computer files?
        Please use a 5 point scale where 1 means not at all concerned and 5 means extremely concerned?
[IF NEEDED: Please base your response on anything you might have seen, read or heard.]

1   Not at all concerned
2
3
4
5   Very concerned
6   DK
7   REFUSED

F9   Using the same scale, how concerned are you about unsolicited advertisements or SPAM sent over the Internet?
[IF NEEDED: Please base your response on anything you might have seen, read or heard.]
          1   Not at all concerned
          2
          3
          4
          5   Very concerned
          6   DK
          7   REFUSED

F3   How confident are you that financial transactions on the Internet are secure and private where 1 means not at all confident and 5 means very confident?
[IF NEEDED: Please base your response on anything you might have seen, read or heard.]
          1   Not at all confident that financial transactions are secure
          2
          3
          4
          5   Very confident that financial transactions are secure
          8   DON'T KNOW / DEPENDS
          9   REFUSED

[IF NEVER USED COMPUTER (A10C NE 1) SKIPTO B3A

Literacy

BIntNote: IF NEVER USED A COMPUTER [A10C NE 1] SKIP TO **B3A**

B2INT   I am going to read you a list of computer tasks. For each one I read, please tell me how comfortable you are completing that task on the computer. Again, please use a five point scale where "5" means you are "very comfortable" and a "1" means you are "not at all comfortable" completing that task. If you have never done this task, please just tell me that.

 [ROTATE LIST B2b TO B2H]

(How comfortable are you…)
[PROBE: How comfortable are you completing that task on the computer. Please use a five point scale where "5" means you are "very comfortable" and a "1" means you are "not at all comfortable" completing that task. If you have never done this task, please just tell me that. You can also use any number in between.]

B2C.1 Opening and saving a file
          1   NOT AT ALL COMFORTABLE
          2
          3
          4
          5   VERY COMFORTABLE
          6   NEVER DONE THIS TASK
          8   DON'T KNOW
          9   REFUSED

B2J1   Searching on the web
          1   NOT AT ALL COMFORTABLE
          2
          3
          4
          5   VERY COMFORTABLE
          6   NEVER DONE THIS TASK

8   DON'T KNOW
             9   REFUSED

If B2C.1 and B2J1 = Not at all Comfortable, skip to B1A. Otherwise continue.

[ROTATE B2b TO B2Q]

B2b   Typing, editing and printing using a word processing program
             1   NOT AT ALL COMFORTABLE
             2
             3
             4
             5   VERY COMFORTABLE
             6   NEVER DONE THIS TASK
             8   DON'T KNOW
             9   REFUSED

B2F   Creating a simple budget using a spreadsheet program
             1   NOT AT ALL COMFORTABLE
             2
             3
             4
             5   VERY COMFORTABLE
             6   NEVER DONE THIS TASK
             8   DON'T KNOW
             9   REFUSED

B2H   Installing new software
             1   NOT AT ALL COMFORTABLE
             2
             3
             4
             5   VERY COMFORTABLE
             6   NEVER DONE THIS TASK
             8   DON'T KNOW
             9   REFUSED

B2K   Setting up a new Internet connection
             1   NOT AT ALL COMFORTABLE
             2
             3
             4
             5   VERY COMFORTABLE
             6   NEVER DONE THIS TASK
             8   DON'T KNOW
             9   REFUSED

B2L   Creating and sending a message using email
             1   NOT AT ALL COMFORTABLE
             2
             3
             4
             5   VERY COMFORTABLE
             6   NEVER DONE THIS TASK
             8   DON'T KNOW
             9   REFUSED

B2N   Sending and opening attachments in an email
             1   NOT AT ALL COMFORTABLE
             2

3
                    4
                    5   VERY COMFORTABLE
                    6   NEVER DONE THIS TASK
                    8   DON'T KNOW
                    9   REFUSED

B2Q   Creating a web site
                    1   NOT AT ALL COMFORTABLE
                    2
                    3
                    4
                    5   VERY COMFORTABLE
                    6   NEVER DONE THIS TASK
                    8   DON'T KNOW
                    9   REFUSED

B1A   Overall, how comfortable are you using a computer or the Internet? Please use a five point scale where
       "5" means you are "very comfortable" and a "1" means you are "not at all comfortable" using a
       computer. You may also use any number in between.
                    1   NOT AT ALL COMFORTABLE []
                    2
                    3
                    4
                    5   VERY COMFORTABLE
                    8   DON'T KNOW
                    9   REFUSED

Attitudes about importance of access, and training (ALL)

B3a.   How important do you think it is for adults to have access to computers and the Internet these days?
       Would you say it is…
                    4   Very important
                    3   Somewhat important
                    2   Not really that important
                    1   Not important at all
                    9   DK/NA

B3c.   How important do you think it is for children to have access to computers and the Internet these days?
       Would you say it is…
                    4   Very important
                    3   Somewhat important
                    2   Not really that important
                    1   Not important at all
                    9   DK/NA

       B3d1. **INTERVIEWER NOTE**: If R qualifies answer to B3d with something about children, like "if they are
       supervised" or "it depends on age" or "if it's filtered," then allow the R to answer with that condition and
       note that it is conditional here:
       Conditional comment volunteered 1   Yes

If NONLOWUSER ne 1, skip to C1

Non/low computer users

B4a.   What are all the reasons you can think of that you [don't use a computer now/don't use a computer more/have never used a computer [A10c or TOTHRS?] (Allow multiple response, do not read, prompt for additional, note order of mention)
    1   Afraid of them
    2   Too busy to learn
    3   Nothing on computers interests me or is relevant to me
    4   Other things to do
    5   Too complicated - Can't learn how to use them
    6   Don't have access to one or know where to get access
    7   Hate them
    8   No desire or need to use them
    9   Too old
    10   Not a "computer person"
    11   Never learned how to use them
    12   No special reason, just haven't
    13   Other_____
    14   DK/refused

Community Building

DINT   I am going to read you a list of groups and organizations. For each one I read, please tell me if you currently participate in these kinds of group.

[ROTATE D1A-D2A-I BLOCKS]

D1A   (Do you currently participate in…)

       A neighborhood association or community group.
       1   YES
       2   NO
       3   DON'T KNOW
       4   REFUSED

D1C   A school association (like the PTSA)
       1   YES
       2   NO
       3   DON'T KNOW
       4   REFUSED

D1D.04   A sports club or cultural organization
       1   YES
       2   NO
       3   DON'T KNOW
       4   REFUSED

D1h3   A religious group
       1   YES
       2   NO
       3   DON'T KNOW
       4   REFUSED

D1I   Do you participate in any other type of group or organization, such as an arts, civic, or business group?
       1   YES _____
       2   NO
       3   DON'T KNOW
       4   REFUSED

D2.04A-I   **[IF D1A-I = 1]** Does this group use a web page or email to communicate with its members?

1   YES
        2   No
        3   DK/REF

Civic Participation

E4 In general, would you rather access government services
        1   On the web or via email
        2   In person
        3   By telephone
        4   By letter
        5   Other _____
        6   DK
        7   Refused

E1   In your opinion, how effective are email and the Internet as ways to communicate your opinions about issues that affect you in your community? Please use a 5-point scale where 1 is "not at all effective" and 5 is "very effective."
        1   NOT AT ALL EFFECTIVE
        2
        3
        4
        5   VERY EFFECTIVE
        9   DON'T KNOW / REFUSED

E2   In your opinion, how effective are email and the Internet as ways to communicate with elected officials? Please use a 5-point scale where 1 is "not at all effective" and 5 is "very effective." You may also use any number in between.
        1   NOT VERY EFFECTIVE
        2
        3
        4
        5   VERY EFFECTIVE
        9   DON'T KNOW / REFUSED

E3   In the past year, have you used the Internet to obtain information from a city, county, state, or federal government?
        1   YES
        2   NO
        3   DON'T KNOW
        8   REFUSED

City of Seattle WEB Services

J1 Have you ever visited the City of Seattle web site; at cityofseattle (dot) net or seattle (dot) gov?
        1   YES
        2   NO **[SKIPTO FINT]**
        8   DON'T KNOW **[SKIPTO FINT]**
        9   REFUSED **[SKIPTO FINT]**

    J04.3   Here is a list of city services that are offered or may be offered online. Which of the following would you use? (Read, allow multiple response)
        1   Pay city bills, fees, or taxes
        2   Apply for a license or permit

4   Find maps
        5   Check an event or meeting schedule
        6   Contact a city official to express your opinion
        7   Comment at a public hearings online (testifying)
        8   Report a problem
        9   Receive email notices on topics that you select
        10   Reserve a room, picnic site, ball field or other city facility
        11   Vote on issues
        12   See more pictures and videos on the site
        13   Any other feature not mentioned?_____(probe)_____
        14   None
        15   DK/Refused

   J04.4   Which one or two of these services would be the most important to you? (note first two mentioned, allow up to 3 responses)
        1   Pay city bills, fees, or taxes
        2   Apply for a license or permit
        4   Find maps
        5   Check an event or meeting schedule
        6   Contact a city official to express your opinion
        7   Comment at a public hearings online (testifying)
        8   Report a problem
        9   Receive email notices on topics that you select
        10   Reserve a room, picnic site, ball field or other city facility
        11   Vote on issues
        12   See more pics and videos on the site
        13   Any other feature not mentioned?
        14   None

Business and Economic Development

I1   **[IF A9 = 1,4,5, continue; else if → D4]** Have you used the Internet to sell goods or services from your home?
        1   YES
        2   NO
        3   DON'T KNOW
        9   REFUSED

D4   In the past year, have you tried to find information about local businesses on the Internet, either in a directory or on the business' web site?
        1   YES
        2   NO **[SKIPTO KINT]**
        3   DON'T KNOW **[SKIPTO KINT]**
        9   REFUSED **[SKIPTO KINT]**

D5   How satisfied are you with the information about local businesses that you were able to find on the Internet? Please use a five point scale where "5" means you are "very satisfied" and a "1" means you are "not at all satisfied." You may also use any number in between.
        1   NOT AT ALL SATISFIED
        2
        3
        4
        5   VERY SATISFIED
        6   DON'T KNOW
        7   REFUSED

DEMOGRAPHICS

KINT   Now I just have a few final questions to help us group your answers with others. Let me assure you that all of your responses will be kept strictly confidential.

[PRESS ANY KEY TO CONTINUE]

K4 How many people, including you, live in your house?

    __   ENTER NUMBER IN HOUSEHOLD
    99   REF

K5 **[IF K4 > 1]** How many children under the age of eighteen live in your household?

    __   ENTER NUMBER OF CHILDREN
    99   REF

K6 What is your age?

    __   ENTER AGE
    99   REFUSED

K7 **[IF K6 = 99]** Are you between?

    1   18 to 25,
    2   26 to 35,
    3   36 to 50,
    4   51 to 64, or
    5   65 years of age or older?
    9   REFUSED

K8 What is the last year of schooling you completed?

[IF COLLEGE DEGREE PROBE: Would that be a two year or four ye ar degree?]

    1   Grade School or Some High School,
    2   High School Graduate,
    3   Some College, Technical or Vocational School or Two Year Degree,
    4   Four Year College Graduate, or
    5   Post Graduate Work or Graduate Degree?
    9   REFUSED

K9 What is the primary language spoken at your home?

    1   ENGLISH
    2   SPANISH [Skip to K10]
    3   OTHER [SPECIFY]
    9   REFUSED

K10   What race or ethnicity do you consider yourself? (Allow multiple response; If multiple response, ask "Which do you consider to be your primary race?" and store under K10primary).

    1   African American,
    2   Asian / Pacific Islander,
    3   Caucasian,
    4   Hispanic / Latino, or
    5   Native American / American Indian
    6   OTHER [SPECIFY]
    9   REFUSED

K10a   Which of the following best describes your work life at this time? (allow multiple response)

    1   Employed full time,
    2   Employed part time
    3   Self employed
    4   Student

5   Homemaker

6   Unemployed, but looking for work

7   Unemployed and not looking for work

8   Retired

9   Disabled **[skip to K10C]**

10   REFUSED

K10b   Do you have a disability, handicap or chronic disease that keeps you from participating fully in work, school, housework or other activities?

1   Yes

2   No **[skip to K11]**

3   DK **[skip to K11]**

4   Ref **[skip to K11]**

K10c   Does this disability impair your use of the Internet?

1   Yes

2   No

3   DK

4   Ref

K11   Is your total household income above or below *[SHOW AMOUNT3]* a year?

1   BELOW *[AMOUNT3]*

2   *[AMOUNT3]* OR ABOVE **[SKIPTO K13]**

9   REFUSED **[SKIPTO K14]**

K12   Would that be…

1   *[AMOUNT1]* or Less, or

2   *[AMOUNT1]* to *[AMOUNT2]*, or

3   *[AMOUNT2]* to *[AMOUNT3]*?

9   REF

K13   Would that be…

1   *[AMOUNT3]* to *[AMOUNT4]*,

2   *[AMOUNT4]* to *[AMOUNT5]*, or

3   *[AMOUNT5]* to *[AMOUNT6]*,

3   *[AMOUNT6]* or More?

9   REF

INCOME QUESTION AMOUNTS BY HOUSEHOLD SIZE TABLE

FIGURES WILL BE ROUNDED TO NEAREST $500 FOR RESPONDENTS

		Household Size							
Category		**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8+**
Extremely Low (Amount1)	**HUD 30% of Median***	$16,350	$18,700	$21,050	$23,350	$25,250	$27,100	$29,000	$30,850
Low (Amount 2)	**HUD 50% of Median***	$27,250	$31,150	$35,050	$38,950	$42,050	$45,200	$48,300	$51,400
Moderate (Amount 3)	**HUD 80% of Median***	$40,250	$46,000	$51,750	$57,500	$62,100	$66,700	$71,300	$75,900
Middle (Amount 4)	**HUD 95% of Median***	$51,804	$59,204	$66,605	$74,005	$79,925	$85,846	$91,766	$97,687
Upper Middle (Amount 5)	**HUD 120% of Median***	$65,436	$74,784	$84,132	$93,480	$100,958	$108,437	$115,915	$123,394
Upper (Amount 6)	**HUD 150% of Median***	$81,795	$93,480	$105,165	$116,850	$126,198	$135,546	$144,894	$154,242

Based on 2004 HUD Income guidelines

K14   Those are all the questions we have at this time.

The City of Seattle is interested in how your community is changing over the years. Would you be willing to let
    us contact you again with similar questions or for a focus group in the future?
                        1   YES
                        2   NO / DON'T KNOW / REF **[SKIP TO THANK]**

K15   May I please have your first name?
                [OPEN-ENDED RESPONSE]

THANK Thank you very much for your time and the useful information you have shared. Have a good evening.
[PRESS ANY KEY TO END INTERVIEW]

INTNUM   ENTER INTERVIEWER NUMBER
                ___   ENTER NUMBER

THANK1   Thank you for your time, but we today we are interviewing residences located within the City of
                Seattle boundaries.
[PRESS ANY KEY TO CONTINUE]

THANK9   Thank you for your time, but we cannot continue without that information.
[PRESS ANY KEY TO CONTINUE]

DISP #	DISPOSITION	DISPLAY TYPE	PROPERTY	INCIDENCE
		P/S/I/H	A/B/C/N/R/F	D/B/I
1	No Answer	P	N	D
2	Busy	P	B	D
3	Answering Machine	P	N	D
4	Disconnected / Nonworking	P	F	D
5	Soft Refusal (Callback To Convert)	P	R	D
6	Hard Refusal	P	F	D
7	Never Call	P	F	D
8	Screener Refusal	H	F	D
9	Communication Barrier (not due to Language)	P	F	D
10	Language Barrier (Spanish)	P	F	D
11	Language Barrier (Asian)	P	F	D
12	Language Barrier (Other)	P	F	D
13	Language Barrier (Not Determined)	P	F	D
14	Callback Introduction	P	C	D
15	Callback Interview	I	C	I
16	Mid-Terminate	I	F	I
17	NQ – Under the age of 18	H	F	B
18	NQ – Out Of Area (not Seattle resident)	H	F	B
40	Complete	H	F	I